

Learning out of Concerns - LOOC

Locality Manager: Trevor Abbotts

Investigating Officer: Brendan O'Reilly

Ref: 003/09

Complainant: DR

Location: Hawthorn Lodge



Please find below actions/recommendations made as a result of the above complaint investigation.

Please complete the information below and attach any evidence (e.g. meeting minutes, changes to procedures, copy of relevant page in medical notes) then return this form to the Complaints Manager once the actions have been completed.

ACTION/ RECOMMENDATION	Completed	By whom	Date	Evidence
1. Any Actions recommendations regarding the Refocusing of the CPA care planning system are being fed into the current Refocusing the CPA Project for the revised care System to be introduced in October 2008.	Y/N	L. Gremont		ongoing Please see minutes
2. The CMHT will be informed of any recommendations or actions resulting from this process.	Y/N	L. Gremont		LMT - See attached.
3. The Southampton Locality Manager and Director of Operations will be informed of developments	Y/N	L. Gremont		LMT

Signed & dated as complete by Locality Manager	Code A
	2.12.08

Please return to:

HPT Complaints Manager, Swathling, Tom Rudd Unit, Moorgreen or fax to 023 8047 5260

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